



# Comfort calls

Contact Center & Office Solutions

 **SENNHEISER**  
COMMUNICATIONS





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Comfort calls

Constantly connected. That’s the world of today whether you’re in a contact center or an office. To us, Comfort calls means having a headset as the perfect companion for your desk phone, PC/softphone, and/or mobile phone, allowing you to make hands-free calls in comfort as you keep in touch with your customers and colleagues. It also means knowing that

when wearing one of our premium sound quality headsets, your voice always comes through loud and clear, and that you never have to strain to hear. Rest assured, you’re always 100% protected from acoustic shock and sudden surges in volume with ActiveGard™ – so you can talk in comfort as long as you like.





## About Sennheiser

For more than 60 years the name Sennheiser has been synonymous with the highest quality products and customized solutions across all areas of sound recording, transmission and reproduction. As one of the world's leading providers of integrated solutions for electro-acoustic products, systems and services, Sennheiser constantly sets a high standard when developing creative solutions which satisfy the needs and requirements of the customers.

## About William Demant Holding Group and Oticon

The William Demant Holding Group develops and markets products and solutions designed to aid the hearing and communications of individuals.

Oticon, the hearing solution company, is the most important partner for Sennheiser Communications among the business areas of the William Demant Holding Group. Through their complete line of leading edge digital hearing aids, Oticon strives to help people with hearing loss fulfill their potential while living the life they choose – with the hearing they have.



## About Sennheiser Communications

Sennheiser Communications combines the best of two worlds with the high-end audio and sound reproduction experience of Sennheiser, and the miniaturization and advanced digital signal processing technology of Oticon. This fusion allows us to create state-of-the-art headsets that improve speech, intelligibility

and listening comfort for all types of communications. Sennheiser Communications designs and markets premium wired and wireless headsets for Unified Communications, contact centers and offices, mobile phones as well as for Internet Telephony, multimedia and gaming.





# Unified Communications

## Putting you in charge

Wherever you are, and whatever technology that connects you to the outside world, the well-designed and premium quality of Sennheiser UC-enabled headsets provides you with the most optimal Unified Communications experience.

In other words, we aim to help you work more efficiently – by putting your key voice/audio asset in charge of all the available tools: telephony, e-mail, audio, video and instant messaging.

### ActiveGard™

#### Hearing protection

- ActiveGard™ protection from acoustic burst and sudden sound surges
- User safety comes first



#### Design & comfort

- Lightweight solutions
- Comfortable in use throughout the day
- Visually attractive design



#### Sound quality

- Sennheiser HD voice clarity
- Wideband technology – a big advantage in noisy environments
- Sennheiser sound legacy

## Sennheiser UC Value Proposition

Sennheiser wired and wireless solutions deliver unrivalled premium sound quality, are extremely comfortable to wear, and incorporate our patented ActiveGard™ hearing protection technology. Whatever your requirements, our UC4U headsets are specifically designed to excel your Unified Communications experience.

Binaural, monaural, DECT, Bluetooth®, wired, wireless. Whatever your UC needs, we offer customized headset solutions that are compatible with a wide range of telephony products from global providers of enterprise communication systems.

Sound

UC4U

Hearing protection

Comfort





# Strategic Alliances

Strategic Alliance programs ensure that Sennheiser Communications' wired and wireless headsets are compatible with global providers of telephony and Unified Communications (UC) platforms and products.

Working with our partners we develop integrated, easy-to-install solutions that deliver the ultimate UC experience in terms of sound, comfort and hearing protection.







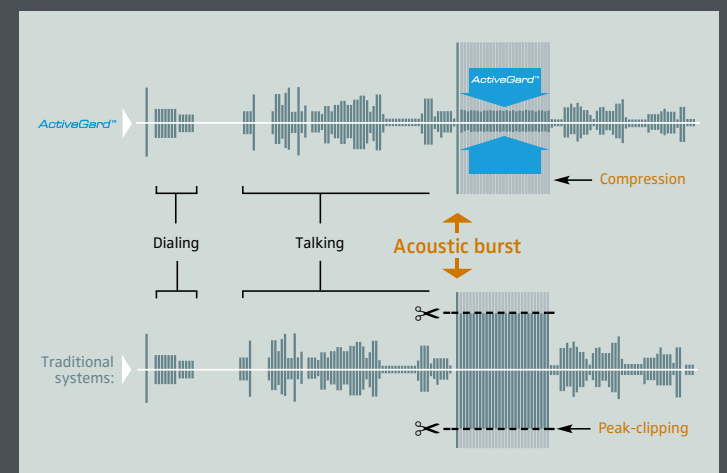
# ActiveGard™

Particularly in everyday office life, insufficient importance is attached to active protection for hearing. The working environment is sometimes very noisy and multitasking. For example, processing orders over the phone and keying the details into a computer often calls for high levels of concentration, and can be very stressful.

Heavy phone users such as contact center agents also run a constant risk of exposure to acoustic shock. An unexpected and extremely loud sound at the other end of the line can be enough to cause headaches, tinnitus or even irreversible loss of hearing. For all these reasons Sennheiser Communications has developed ActiveGard™, an active protection system specially designed to protect against acoustic shocks.

## Headset users benefit from ActiveGard™ because the technology:

- Limits the sound pressure at a level of 103 dB (competitor headsets from 115 to 118 dB and EU and US regulations say maximum 118 dB)
- Reduces and removes dangerous energy from an acoustic burst
- Eliminates the distortion from an excessive incoming signal
- Keeps the volume of a sound peak at a safe and comfortable level
- Replaces the often too slow instinctive human reaction of covering ears or removing the source
- Allows safer and stress-free working when using a headset



ActiveGard™ is a standard feature in every headset in the Sennheiser Communications' contact center and office solutions portfolio.



# Choose the right headset



Different people have different needs, and therefore require different headsets. The choice depends on a variety of factors, such as the amount of time spent on the phone, the kind of job you do, whether or not the office is open plan and which type of phone you're using. Consider the following simple steps to find the best headset solution for you and your business.

If you need more information, please visit [www.senncom.com/HeadsetSelector](http://www.senncom.com/HeadsetSelector) for more information.

## How will the product be used?

### Desk Users with a fixed location

A typical desk-based user spends no more than 10% of their time away from a desk and is not required to answer calls when away from their workspace.



### Office Users on the move

A typical office-based user has an allocated desk, although due to the nature of their work they spend less than 80% of their time at their desk.



### Field Users out on the road

A typical field-based user has no dedicated desk within the office and no fixed location, and could be hot desking while out on the road.



## How noisy is your work environment?

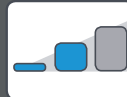
Choosing the right headset can improve efficiency and productivity – especially for users who work for extended periods in open plan contact centers and offices with high background noise levels. All-day wearers of headsets want lightweight solutions

that offer excellent sound quality and efficient noise cancellation. That's why all our quality headsets for contact centers and offices are equipped with a noise-canceling microphone as standard. In addition, some contact center and office

headsets also feature an ultra noise-canceling microphone. This is ideal in situations where colleagues are seated close to each other, or in very noisy environments, where background noise levels can interfere with your calls.



Low Noise Level



Average Noise Level



High Noise Level

## What device do you need to connect with?

Simplicity and compatibility are essential qualities in any endpoint device. You need to have confidence that the products you choose will work first time, every time, and will perform

as expected and specified. Audio endpoint devices come in a variety of forms, including computer-based softphones, mobile phones, desk phones, and numerous other devices.

Sennheiser has a custom advice service covering all such devices, as well as a handy compatibility tool at: [www.senncom.com/headsetselector](http://www.senncom.com/headsetselector)



Desk Phone



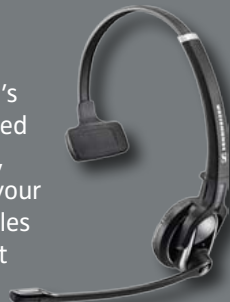
Softphone



Mobile Phone

### Monaural

Ideal for offices where you need to talk on the phone and keep one ear on what's happening around you. These single-sided headsets deliver great sound to one ear, just like a traditional phone – but with your hands free. With a range of wearing styles and ear pads, you'll easily find a headset that you can comfortably wear all day.



### Binaural

Perfect for contact center staff, our double-sided headsets deliver your calls in quality sound, helping you to truly concentrate on your caller. The ear pads block out background noise, so you can keep your productivity high – and you'll easily find a headset you can comfortably wear all day.



All Sennheiser Communications headsets are covered by a 2-year international warranty for maximum peace of mind.

Please refer to our "Product Comparison Guide" on the last page of this brochure for more information.





# Contact Center & Office Wireless Solutions

Outstanding sound and comfortable to wear, Sennheiser wireless headsets make perfect companions for your contact center and office phones. You can keep your hands free and make calls in comfort wherever in the office your busy life takes you.

In addition, your hearing is protected from the dangers of sudden volume surges and acoustic shock with Sennheiser's patented ActiveGard™ technology.

## DECT

The Sennheiser DW Wireless Series use DECT radio technology. DECT is short for Digital Enhanced Cordless Technology and it has become the universal standard in most parts of the world. DECT phones operate on a specific range, found to be quieter than others. The phones also produce the sound themselves, allowing them to eliminate static and other distracting and lower quality sounds. Sound quality is better and clarity is easily attained.

DECT units also boast a much larger range than standard phones. A larger range allows you to move around your office without worrying about losing signal. Similar to a dropped call on your mobile, cordless phones will be cut off when they are taken beyond their range\*.

\* Source: Manek Dubash | Techworld





# Wireless DECT – DW Series

DW Office and DW Pro 1/Pro 2 professional wireless headsets are the ultimate DECT communication tools. With the focus on ergonomic perfection in wearing style and the well-being of users, DW Series headsets have been specially designed to meet the needs of all-day users and experienced professionals working in noisy environments, where the productivity benefits of switching from wired to wireless can really be appreciated.

Based on the user's preference for wearing style and phone connectivity, there is a wide range of variants to choose from as illustrated here:



**DW Office™**

DW Office single-sided with ear hook



**DW Pro 1™**

DW Pro 1 single-sided



**DW Pro 2™**

DW Pro 2 double-sided



DW base station



Desk Phone



Softphone





## DW Office Series

DW Office is a single- sided DECT headset for your desk phone and softphone.

- Choose between ear hook and headband wearing style
- Noise-canceling microphone

Choose from the following 3 variants:



DW Office



DW Office Phone



DW Office USB

## DW Pro 1 Series

DW Pro 1 is a single- sided DECT headset for your desk phone and softphone.

- Single-sided headband wearing style
- Ultra noise-canceling microphone for noisy working environments

Choose from the following 3 variants:



DW Pro 1



DW Pro 1 Phone



DW Pro 1 USB

## DW Pro 2 Series

DW Pro 2 is a double- sided DECT headset for your desk phone and softphone.

- Double-sided headband wearing style
- Ultra noise-canceling microphone for noisy working environments

Choose from the following 3 variants:



DW Pro 2



DW Pro 2 Phone



DW Pro 2 USB

# Wireless DECT – DW Series

## Iconic design – crafted for best comfort

### Product Features and Benefits:

- Sennheiser HD voice clarity – wideband sound for natural listening experiences
- Noise and ultra noise-canceling microphone filters out unwanted background noise
- Pairing for desk sharing and phone conferences – intuitive and easy to set up
- Microphone mute and volume up and down – intuitive user interface
- Full workday talk time – 8 hours in wideband sound mode and 12 hours in narrowband sound mode
- Re-charge 50% of your battery in 20 minutes – intelligent fast charging
- Long distance wireless range – in typical office building: up to 55 m and in line of sight: up to 180 m
- ActiveGard™ technology – protects your hearing against acoustic shock







## Microsoft Lync users benefit from Sennheiser sound quality

The "Optimized for" Microsoft Lync Sennheiser headsets enable people to communicate in the way that's most comfortable for them, wherever they are, with plug-and-play simplicity, proven compatibility, and high-quality audio.



### DW Office ML Series

DW Office ML is a single-sided DECT headset – optimized for Microsoft Lync.

- Choose between ear hook and headband wearing style
- Noise-canceling microphone

Choose from the following 2 variants:



DW Office ML



DW Office ML USB

### DW Pro 1 ML Series

DW Pro 1 ML is a single-sided DECT headset – optimized for Microsoft Lync.

- Single-sided headband wearing style
- Ultra noise-canceling microphone for noisy working environments

Choose from the following 2 variants:



DW Pro 1 ML



DW Pro 1 ML USB

### DW Pro 2 ML Series

DW Pro2 ML is a double-sided DECT headset – optimized for Microsoft Lync.

- Double-sided headband wearing style
- Ultra noise-canceling microphone for noisy working environments

Choose from the following 2 variants:



DW Pro 2 ML



DW Pro 2 ML USB

# DW Series optimized for Lync

## Iconic design – crafted for best comfort

### Product Features and Benefits:

- Optimized for Microsoft Lync
- Sennheiser HD voice clarity – wideband sound for natural listening experiences
- Noise and ultra noise-canceling microphone filters out unwanted background noise
- Pairing for desk sharing and phone conferences – intuitive and easy to set up
- Microphone mute and volume up and down – intuitive user interface
- Full workday talk time – 8 hours in wideband sound mode and 12 hours in narrowband sound mode
- Re-charge 50% of your battery in 20 minutes – intelligent fast charging
- Long distance wireless range – in typical office building: up to 55 m and in line of sight: up to 180 m
- ActiveGard™ technology – protects your hearing against acoustic shock







# Contact Center & Office Wired Solutions

Ideal for contact centers where you need to talk on the phone and keep one ear on what's happening around you. Our single-sided headsets deliver great sound to one ear, just like a traditional phone, while our double-sided headsets deliver your calls in quality sound, helping you to truly concentrate on your caller – but with your hands free. With a range of wearing styles and ear pads, you'll easily find a headset that you can comfortably wear all day.

Rest assured, you are always 100% protected from acoustic shock and sudden surges in volume with ActiveGard™ – so you can talk in comfort as long as you like. Sennheiser's advanced microphone technology means you'll never have to shout to be heard, even in a busy contact center – something your colleagues and customers will be glad to hear.







# Wired – CC Series

## For maximum productivity

Working in a busy contact center or a noisy, open office, you need a headset that delivers premium quality sound, and that's comfortable to wear all day. CC series is our top-of-the-line wired headset that delivers powerful, accurate sound for excellent speech comprehension.

The ultra noise-canceling microphone filters out background noise keeping your voice clear, so you'll be able to talk to your customers without raising your voice – and without disturbing your colleagues. Its durable construction makes it perfect for any type of office or professional communication.

### Product Features and Benefits:

- Sennheiser HD voice clarity – wideband sound for natural listening experiences\*
- Ultra noise-canceling microphone filters out ambient sounds for clearer speech
- Precision positioning: 300° adjustable microphone boom for personalized mic placement and wearing flexibility on right or left side
- Extra comfort: Generous padding on the headband and ear pads
- ActiveGard™ technology – protects your hearing against acoustic shock

\* IP version

### CC 510

- Single-sided wearing style
- Supplied with medium ear pads
- Ultra noise-canceling microphone



CC 510

### CC 515 / CC 515 IP\*

- Single-sided wearing style
- Supplied with extra large ear pads
- Ultra noise-canceling microphone



CC 515 / CC 515 IP

### CC 520 / CC 520 IP\*

- Double-sided wearing style
- Ultra noise-canceling microphone



CC 520 / CC 520

### CC 530

- Single-sided wearing style
- Choose between ear hook and headband wearing style and medium ear caps
- Ultra noise-canceling microphone



CC 530

### CC 540

- Double-sided wearing style
- Supplied with large ear pads
- Ultra noise-canceling microphone



CC 540

### CC 550 / CC 550 IP\*

- Double-sided wearing style
- Supplied with extra large ear pads
- Ultra noise-canceling microphone



CC 550 / CC 550 IP

\*IP version – ideal for HD voice enabled desk phones.







# Wired – SH Series

## The true classic

If you value great comfort and superb speech definition in any professional situation our all-purpose, lightweight SH Series headsets are ideal for longer conversations. Whether you're working in a contact center or at the reception desk of a large corporate office the sound quality is so high you'll never have to raise your voice to be heard on the phone – and you'll make all your calls in comfort.

### Product Features and Benefits:

- Sennheiser HD voice clarity – wideband sound for natural listening experiences\*
- Precision positioning: 300° adjustable microphone boom for personalized mic placement and wearing flexibility on right or left side
- ActiveGard™ technology – protects your hearing against acoustic shock

\* IP version

### SH 230 / SH 230 IP\*

- Single-sided wearing style
- Supplied with medium-sized ear caps



SH 230 / SH 230 IP

### SH 250

- Double-sided wearing style
- Supplied with medium-sized ear caps



SH 250

### SH 300

- Noise-canceling microphone
- Over-the-ear wearing style
- Ultra lightweight



SH 300

### SH 330 / SH 330 IP\*

- Noise-canceling microphone
- Single-sided wearing style



SH 330 / SH 330 IP

### SH 335

- Noise-canceling microphone
- Choose between ear hook and headband wearing style



SH 335

### SH 350 / SH 350 IP\*

- Noise-canceling microphone
- Double-sided wearing style
- Supplied with large ear pads



SH 350 / SH 350 IP

\*IP version – ideal for HD voice enabled desk phones.







# Wired – SH Series

## The true classic

If you value great comfort and superb speech definition in any professional situation our all-purpose, lightweight SH Series headsets are ideal for longer conversations. Whether you're working in a contact center or at the reception desk of a large corporate office the sound quality is so high you'll never have to raise your voice to be heard on the phone – and you'll make all your calls in comfort.

### Product Features and Benefits:

- Sennheiser HD voice clarity – wideband sound for natural listening experiences\*
- Precision positioning: 300° adjustable microphone boom for personalized mic placement and wearing flexibility on right or left side
- ActiveGard™ technology – protects your hearing against acoustic shock

\* IP version

### SH 230 IP USB

- Single-sided wearing style
- Supplied with medium-sized ear caps



SH 230 IP USB

### SH 338 IP (with USB)

- Noise-canceling microphone
- Single-sided wearing style
- USB plug connects to PC
- Call control for easy call-handling



SH 338 IP (with USB)

### SH 358 IP (with USB)

- Noise-canceling microphone
- Double-sided wearing style
- USB plug connects to PC
- Call control for easy call-handling



SH 358 IP (with USB)







# Wired – SC Circle Series

## The efficient working tools

Best-in-class comfort thanks to Circleflex™ patent-pending dual-hinge ear cups that adapt seamlessly to your ears, for instant perfect fit and relaxed all-day wearing.

### Product Features and Benefits:

- Noise-canceling microphone – filters out ambient noise for optimum speech clarity
- Unique robust construction – crafted with look and feel in mind
- Numbered headband grooves for step-by-step adjustment ensures perfect sound reproduction
- Sennheiser HD voice clarity – wideband sound for natural listening experiences
- Bendable boom arm – easy to adjust to the optimal microphone position
- Pivotable boom – rotates through 350 degrees for precision microphone placement and wearing flexibility on right or left side
- Name tag personalization – easy user ID helps to avoid wearing a neighbor's headset
- ActiveGard™ technology – protects your hearing against acoustic shock

### SC 230

- Single-sided wearing style
- With Easy Disconnect
- Noise-canceling microphone



SH 230

### SC 260

- Double-sided wearing style
- With Easy Disconnect
- Noise-canceling microphone



SH 260

### SC 230 USB

- Single-sided wearing style
- With USB
- Noise-canceling microphone and HD speaker sound



SH 230 USB

### SC 260 USB

- Double-sided wearing style
- With USB
- Noise-canceling microphone and HD speaker sound



SH 230 USB

### SC 230 USB CTRL / SC 260 USB CTRL

- SC 230 USB CTRL: Single-sided / SC 260 USB CTRL: Double-sided
- Call control for easy call-handling
- Work with major phone brands
- Noise-canceling microphone and HD speaker sound



SC 230 USB CTRL / SC 260 USB CTRL

### SC 230 USB ML / SC 260 USB ML

- SC 230 USB ML: Single-sided / SC 260 USB ML: Double-sided
- Call control for easy call-handling
- Noise-canceling microphone and HD speaker sound



SC 230 USB ML / SC 260 USB ML

OPTIMIZED FOR  
Microsoft® Lync™







## Case Story

# Deutsche Telekom Customer Service

Member product/service: Sennheiser CC 550

Associated Avaya products: Avaya 9620 IP Telephones

**Challenge:** In 2010, Deutsche Telekom, the leading German-based telecom provider, decided to consolidate its customer support operations (DTKS). The company planned to reduce its existing contact centers from more than 60 to only 33, but maintain its 14,220 customer support agents. Deutsche Telekom considered the comfort of its customer support agents of paramount importance in these new state-of-the-art contact centers. Accordingly, the company required that the maximum ambient noise level not exceed 60 dB. In addition, a number of other initiatives were included in the new design to help optimize the comfort and safety of the agents.

**Solution:** The company selected Avaya 9620 IP Telephones for its new contact centers and needed to find a suitable headset solution that would fit its requirements for the DTKS. After intensive testing, Deutsche Telekom chose the Sennheiser Communications CC 550 headset as the new standard for DTKS. The headsets were deployed throughout the 33 centers

to 14,220 contact center agents. Each employee received their new headset along with a booklet explaining the rationale for choosing this particular headset.

**Value:** The DTKS is delighted with the performance of the Sennheiser Communications CC 550 headset. "The headset is the key working tool for our employees," said Gero Niemeyer, head of Customer Service and Telemarketing at DTKS. "For the selection of models: safety, voice clarity and wearing comfort were the most important criteria. The Sennheiser solution has really convinced us on all parameters."



Avaya 9620 IP Telephones



Sennheiser CC 550







# Wireless Bluetooth®

Whether working on the move, out in the field, at home or abroad, Sennheiser Wireless Bluetooth® headsets and accessories are sleek, smart, and easy to use. Equipped with the latest technology, these ideal communication companions are designed for busy professionals and business travelers who value the perfect blend of high quality sound and speech, day in, day out.

## Bluetooth®

The Sennheiser VMX 200 and Sennheiser EZX 60 are wireless Bluetooth® headsets for mobile communications.

Bluetooth® is a hands-free, wireless technology that allows a user to connect a Bluetooth® headset to a mobile phone, laptop computer or other portable Bluetooth®-ready device, allowing those devices to communicate directly and securely within closed networks. The benefits of Bluetooth® are numerous and span multiple performance categories, including convenience, compatibility and efficiency.

Whether you are in the office or on the road, you will be able to easily keep in touch with your customers and colleagues around the world with our Bluetooth® headsets.

## EZX 60

The stylish EZX 60 Bluetooth® headset is the hands-free answer for making easy phone calls with superb sound quality while on the go.

- Noise-canceling clarity – digital noise cancellation reduces background interference for crystal-clear phone conversations
- Echo-free conversations – digital echo cancellation eliminates all echoes while you are talking
- Easy call control – take or end calls and adjust the volume
- Lightweight comfort: only 12 grams
- Talk time: up to 7.5 hours. Standby time: up to 300 hours

## VMX 200

The elegant VMX 200 has everything a busy professional needs: VoiceMax™ delivers crystal-clear audio for noise-free conversations; the latest Bluetooth 3.0 and a discreet style with a sleek appearance to match. Weighing only 10g, it is extremely lightweight. VMX 200 is a Red Dot award winner for product design.

- VoiceMax™ technology – dual microphones that work in sync to emphasize voice and remove noise for crystal-clear speech
- Multiple wearing style – wear left or right, use with or without ear hook
- Hours of use – 6 hours of talk time, 10 days of standby time
- Easy call control – 3 buttons for simple, intuitive control of multiple functions

## MM 550-X TRAVEL

Possibly of the world's best Bluetooth® headset, the MM 550-X TRAVEL offers audiophile travelers uninterrupted luxury with CD quality music and calls.

- CD quality audio reproduction with apt-X®
- Noise-canceling clarity – NoiseGard™ 2.0 reduces outside noise actively and lets users enjoy music in peace
- TalkThrough – one press of a button activates the external microphone so you can talk without removing the headset
- Invisible microphone – for crystal-clear conversations
- SRS WOW HD™ technology – for wider, taller sound, with greater clarity and with a stronger bass

## BTD 500 USB

Get the best music quality on your Bluetooth® headset. The BTD 500 USB dongle instantly converts the Bluetooth® connection on your computer to the apt-X® audio codec, transmitting CD quality music to your apt-X® compatible headset.

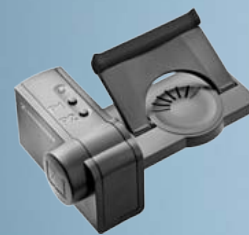
- No installation needed – simply plug it in, and the driver will install
- Better music quality – apt-X® audio codec, providing better or close to CD quality audio
- Wireless freedom – Stereo Bluetooth® for hands-free convenience and optimized hi-fi stereo sound
- Works on PC and MAC – no fuss, no error messages, no problem
- Double Benefits – 1/ Creates a Bluetooth® connection, if the computer doesn't support Bluetooth®, 2/ Enables the top-quality apt-X® codec in the computer
- Superb Sennheiser stereo sound – great quality in small dongle
- Small and portable – fits in your pocket, and can be installed on any computer
- Supports Headset Profile (HSP) for communications





# Accessories

UC/connectivity enablers, audio enhancers,  
call control adapters, power chargers



## HeadSetup

- This software enables seamless integration of Sennheiser headsets with a range of leading Unified Communications solutions, enabling remote call control i.e. answering and ending calls, adjusting volume or muting the call
- Enables the user to update the software for a range of Sennheiser headsets

For more information, please visit: [www.senncom.com/headsetup](http://www.senncom.com/headsetup)

## HSL 10 – Mechanical handset lifter

- Completes the wireless package when used with a Sennheiser Communications wireless solution
- Enables you to conveniently answer calls and hang up again while away from your desk

## TCI – EHS solution for AEI Interface

- Used in combination with a Sennheiser Communications accessory port on wireless office systems
- Provides basic EHS functionality for answering and ending calls while away from your desk

## MCH 7 – Multi-USB power source for CH 10

- Multi-USB power source
- Powers 7 Sennheiser CH 10 headset chargers simultaneously
- Charging time: 3 hours
- Works with the following Sennheiser power supplies: 94707 UNI PS EU 01, 92892 UNI PS UK 01, 92893 UNI PS US 01 and 520334 UNI PS AUS 01.

## CH 10 – Headset Charger for DW Series

- Designed for desk sharing or in shift work environments such as emergency centers or contact centers
- Charging time: Only 1½ hours with dedicated external power supply
- 3 hours when connected to Sennheiser MCH 7 multi-USB power source
- Multiple mounting options: standalone, cascaded or wall mounted, where space is limited
- Discreet and elegant in design, Sennheiser CH 10 matches the DW Series modern style

## CH 10 USB – DW Series headset charger cable

- Charges the DW Series headsets directly without a charger stand to save even more space
- Flexible usage due to compact size

## EHS solution for SNOM phones

- CEHS-SN 01 and CEHS-SN 02
- EHS adapter enabling Electronic Hook Switch control (EHS) for SNOM phones (SNOM 320/360 from SW Release 6.5.8, SNOM 370 from SW 7.1.2.8, SNOM 820 and SNOM 821, SNOM 870)
- Remotely answer your phone calls
- Handle all calls with the press of a single button, i.e. end the call
- Efficient and flexible call handling i.e. mute control

## EHS solution for Cisco phones

- CEHS-CI 01
- EHS adapter enabling Electronic Hook Switch control (EHS) for Cisco phones (7942 G, 7945 G, 7962 G, 7965 G, 7975 G)
- Remotely answer your phone calls
- Handle all calls with the press of a single button, i.e. end the call
- Efficient and flexible call handling i.e. mute control

## EHS solution for Avaya phones

- CEHS-AV 01
- EHS adapter enabling Electronic Hook Switch control (EHS) for Avaya phones (9600 series, 1600 series)
- Remotely answer your phone calls
- Handle all calls with the press of a single button, i.e. end the call
- Efficient and flexible call handling i.e. mute control

## EHS solution for Alcatel phones

- CEHS-AL 01
- EHS adapter enabling Electronic Hook Switch control (EHS) for Alcatel phones (8 series (IP Touch 4028, 4038 and 4068) and 9 series (4029 and 4039))
- Remotely answer your phone calls
- Handle all calls with the press of a single button, i.e. end the call
- Efficient and flexible call handling i.e. mute control

## EHS solution for Polycom phones

- CEHS-PO 01
- EHS adapter enabling Electronic Hook Switch control (EHS) for Polycom phones (IP 430, IP 450, IP 501, IP 550, IP 560, IP 650, IP 670, Polycom VVX 1500)
- Remotely answer your phone calls
- Handle all calls with the press of a single button, i.e. end the call
- Efficient and flexible call handling i.e. mute control

## EHS solution for Siemens, Aastra, Agfeo, etc. phones

- CEHS-DHSG
- EHS adapter enabling Electronic Hook Switch control (EHS) for Siemens, Aastra, Agfeo, Elmeg, Auerswald, Tiptel, Swyx, Funkwerk etc. phones
- Remotely answer your phone calls
- Handle all calls with the press of a single button, i.e. end the call
- Efficient and flexible call handling i.e. mute control





# Accessories



## UI 760 – Phone/PC switch box

- Dynamic Volume Control™ keeps all incoming calls at the same volume and blocks surges in sound
- The Sound Clarity System™ filters out noise and enhances caller's voice
- Speaker amplification – so you hear all the details loud and clear
- Switch directly from handset to headset, and from phone to PC
- Ability to mute the microphone for privacy
- Connects with digital or analogue telephones
- Automatic Power Save keeps battery working for up to two years
- Complies with the EU "Noise at Work" directive (EU Directive 2003/10/EC)



## UI 765 – Phone/PC switch box

Same features as UI 760 plus:

- Microphone amplification – get your message across first time
- With additional USB battery adaptor, you are able to use the product for unlimited lifetime



## UI 710 Switch Box – 2-way switch box

- Swap between your headset or handset at the touch of a button
- Quick and easy to set up and use
- Line powered for convenience
- Discreet and modern design to save space
- Works with all Sennheiser Communications wired headsets



## UUSB 6 – Easy Disconnect USB adapter cable

- Connects a Sennheiser Communications wired headset via Easy Disconnect to a PC/softphone
- Can be used with SH, SC and CC Series headsets
- Integrated soundcard ensures Sennheiser premium sound quality with a Sennheiser wideband headset

## UUSB 8 – Easy Disconnect USB adaptor cable in call control

- Connects a Sennheiser Communications wired headset via Easy Disconnect to a PC/softphone
- Easy call answering/ending, muting and volume control via call control
- Wired call control combined with HeadSetup enables redial of last number dialed and rejection of incoming calls
- Integrated soundcard ensures Sennheiser premium sound quality with a Sennheiser wideband headset
- Compliant with Microsoft Lync



## UUSB 7 – RJ 9 USB adaptor

- Connects a PC to a DW Series headset with an adapter (supports narrowband only)
- Links a PC to the UI 760/765 Universal Interface Box via RJ9



## UUSB 9 – RJ 45 (DHSG) USB adaptor

- Enables the connection of a second PC to the DW Office Series as well as links a USB connection to a RJ45 connection to answer/end calls, mute, and volume adjustment with your softphone via call control



## Bottom Cables

The Bottom cables are phone cables for adaptation of different microphone sensitivities. They ensure that users of wired headsets get the best and most comfortable Sennheiser sound quality experience when connected to a desk phone. Easy Disconnect (ED) allows you to use any wired Sennheiser Communications headset with a varieties of desk phones.

For further details visit: <http://www.senncom.com/headsetselector>



## Adapter for mobile phones (GSM) and DECT handsets

These different cables allow users to connect selected mobile phones or selected DECT handsets to any SH, SC and CC Series wired headset via Easy Disconnect. These cables are high quality accessories for users who appreciate the crystal clear voice transmission and efficient noise suppression offered by Sennheiser Communications.





# Product Comparison Guide

- KEY TO MATRIX
- Yes
  - Option Available (with additional accessories)

KEY TO MATRIX																															
	SC 230	SC 230 USB	SC 230 USB CTRL	SC 230 USB ML	SC 260	SC 260 USB	SC 260 USB CTRL	SC 260 USB ML	SH 230	SH 230 IP	SH 230 IP USB	SH 250	SH 300	SH 330	SH 330 IP	SH 335	SH 338 IP	SH 350	SH 350 IP	SH 358 IP	CC 510	CC 515	CC 515 IP	CC 520	CC 520 IP	CC 530	CC 540	CC 550	CC 550 IP		
ENVIRONMENT																															
Low Noise									●	●	●	●																			
Average Noise	●	●	●	●	●	●	●	●					●	●	●	●	●	●	●	●											
High Noise																					●	●	●	●	●	●	●	●	●	●	
CONNECTIVITY																															
Desk Phone	●				●				●	●		●	●	●	●	●		●	●		●	●	●	●	●	●	●	●	●	●	
Softphone	○	●	●	●	○	●	●	●	○	○	●	○	○	○	○	○	●	○	○	●	○	○	○	○	○	○	○	○	○	○	
Mobile Phone	○				○				○	○		○	○	○	○	○		○	○		○	○	○	○	○	○	○	○	○	○	
FEATURES																															
Wired	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	
Wireless																															
Conferencing																															
Listen and Training	○				○				○	○		○	○	○	○	○		○	○		○	○		○	○	○	○	○	○	○	
ActiveGard™	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Noise At Work*	○				○				○			○	○	○		○		○				○	○		○		○	○	○		
WEARING STYLE																															
Monaural	●	●	●	●					●	●	●		●	●	●	●	●				●	●	●				●				
Binaural					●	●	●	●				●						●	●	●				●	●			●	●	●	
Ear Hook												●				●											●				
USER PROFILE																															



Desk Users

- KEY TO MATRIX
- Yes
  - Option Available (with additional accessories)

	DW Office	DW Pro 1	DW Pro 2	DW Office PHONE	DW Pro 1 PHONE	DW Pro 2 PHONE	DW Office USB	DW Pro 1 USB	DW Pro 2 USB	DW Office ML	DW Pro 1 ML	DW Pro 2 ML	DW Office USB ML	DW Pro 1 USB ML	DW Pro 2 USB ML	VMX 200	EZX 60	MM 550
ENVIRONMENT																		
Low Noise																	●	
Average Noise	●			●			●			●			●			●		●
High Noise		●	●		●	●		●	●		●	●		●	●			
CONNECTIVITY																		
Desk Phone	●	●	●	●	●	●				●	●	●						
Softphone	●	●	●				●	●	●	●	●	●	●	●	●	●	●	●
Mobile Phone																●	●	●
FEATURES																		
Wired																		
Wireless	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Conferencing	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●		
Listen and Training	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●		
ActiveGard™	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Noise At Work*	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●		
WEARING STYLE																		
Monaural	●	●		●	●		●	●		●	●		●	●		●	●	
Binaural			●			●			●			●			●			●
Ear Hook	●			●			●			●			●			●	●	
USER PROFILE																		



Office Users



Field Users

\*Noise at work: The EU's new "Noise At Work Directive" Noise at Work Directive (2003/10/EC) sets limits for two types of noise in the workplace: Acoustic Bursts and Sustained Noise.

Do you need help choosing a headset and related products, or need assistance setting up your headset? If so, please consult our Headset Selector at [www.senncom.com/HeadsetSelector](http://www.senncom.com/HeadsetSelector). All Sennheiser Communications headsets are covered by a 2-year international warranty for maximum peace of mind.



# Notes

[illegible][illegible]





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